

July 15, 2022

Issue 5, Volume 7



## Medicaid e-News

Medicaid news for members, providers and stakeholders.

### Members

**\*Note:** Some information in this newsletter pertains to two or more audiences. Viewers are encouraged to read through all sections in case there is information pertaining to them.



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## Department of Health and Human Services Alignment

The Department of Human Services (DHS) and the Iowa Department of Public Health (IDPH) officially became the Department of Health and Human Services (HHS) on July 1. While you may not see a big change on the outside yet, there's a lot of work going into this alignment to make it seamless and easier for you, our members, to navigate. You will soon start to see a lot of changes to our website and social media platforms - but don't worry, we're not going anywhere. Our HHS team remains dedicated to providing you the best care possible.

"The HHS alignment is incredibly exciting as it will allow us to work more seamlessly on shared program goals between DHS and IDPH and in turn, provide better services to our Medicaid members, providers and partners," said Elizabeth Matney, Iowa Medicaid Director. "Bottom line, we are all here for the same reason and that is to improve health and human services for Iowans. Now we are officially one team!"

To learn more about the HHS alignment, please visit the [official HHS Alignment website](#). It includes a summary of the alignment, goals and impacts, frequently asked questions and a contact page if you have questions.

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## Medicaid Members Encouraged to Seek Prenatal Care in their First Trimester

Iowa Total Care (ITC) is encouraging pregnant or new parents to enroll in their "Start Smart for Your Baby" program. The program provides new parents information about pregnancy and newborn care and caring for yourself after pregnancy, including postpartum checkups.

To join the program, follow the five simple steps [here](#).

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## We Want Your Input on the Community-Based Services Evaluation's (CBSE) Behavioral Health Survey

Iowa HHS has partnered with researchers at Mathematica and their partners at the Harkin Institute to conduct a systemwide assessment of community-based services for people with behavioral health, disability and aging needs.

Community-based services are the services many members need to stay in their homes and neighborhoods rather than receiving care in institutional settings. These cases may include case management, personal care, home health care and transportation. The assessment seeks to understand how people access and use these services through Medicaid and other programs. By early 2023, the research team expects to make recommendations to enhance and improve service delivery of Iowa Medicaid waivers. But to do so, they need your help!

Through August 31, people in Iowa can share their experiences with community-based services in a feedback form available [here](#). Or, if you'd rather give your input in person, sign up for a listening session in your area by emailing [here](#) or calling (515) 271-3688.

Listening session participants will receive a \$25 gift card for their time. They can also receive a \$10 gift card for travel costs. Most sessions will be in English, with options for American Sign Language and Communication Access Realtime Translation.

To view the press release about this opportunity, click [here](#).

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## The Consumer Choices Option (CCO), Explained

We get a lot of questions about Iowa Medicaid CCO from our members and providers. The CCO is an option under the Home and Community-Based Services (HCBS) waivers to form a targeted plan to meet a member's needs by directly hiring employees and/or buying other goods and services. To better manage the Medicaid funds granted, the member will choose an Independent Support Broker and a Financial Management Service to help create and manage each member's budget and find employees.

Learn more about the CCO [here](#).

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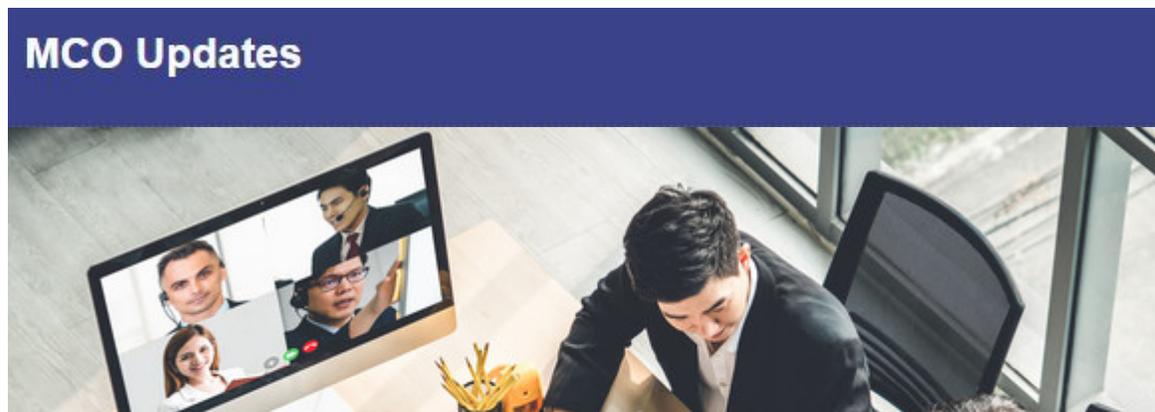
## Federal Public Health Emergency Extended

The Federal Public Health Emergency (PHE) is expected to extend into the fall.

Iowa Medicaid did not receive notice from the federal government within 60-days of July 15, 2022 which was the date the PHE was expected to end. Due to the lack of notification, it is expected that the PHE will extend another 90-days into October 2022.

### How This Impacts You

The good news is that if you got on Iowa Medicaid during the pandemic, your benefits should extend until at least this fall. However, all Medicaid members, regardless of when they signed up for Medicaid, will be going through an eligibility process once the PHE ends. Please make sure your contact information is up to date, so you don't risk losing your coverage!





## Amerigroup donates \$20,000 to Iowa State University community garden

Iowa Medicaid MCO, Amerigroup, donated \$20,000 to Iowa State University Extension and Outreach this month. The gift marks the second year of support for Growing Together Iowa provided by Amerigroup. The money will support a statewide community garden that will provide around 90,000 pounds of fresh produce to local food pantries.

To learn more about Amerigroup's donation and the statewide community garden, read the full story [here](#).

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## Central Iowa Shelter and Services Receives \$10,000 Donation from Iowa Total Care

CISS is receiving a \$10,000 donation from Iowa Medicaid MCO, Iowa Total Care. The donation will further their mutually beneficial efforts in the community and go toward the Agrihood and greenhouse expansion project at CISS, which aligns with ITC's "Be Well. Eat Well." initiative.

The project will provide clients and the community with about 75,000 pounds of produce and protein and will serve a possible 300,000 meals annually to people in need.

Read more about ITC's donation and the project [here](#).

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## ITC donates \$100,000 to Support Literacy in Iowa

Iowa Total Care has donated \$100,000 to support literacy in schools throughout Iowa, donating an additional \$50,000 from last year. In 2021, ITC donated \$500 to 100 schools across the state to provide kids with greater access to literacy resources through their 100 Head Starts in Iowa initiative.

Through their Literacy Program, ITC has also supported literacy initiatives with Broadlawns, Reach Out and Read, statewide libraries and at federally qualified health centers.

To learn more about the Literacy Program, click [here](#).

For kid friendly resources, click [here](#).

For additional resources, click [here](#).

## Providers



## Opportunity to give your input on Long-Term Services and Supports (LTSS) Trainings

We want to hear from you! A survey is open for providers, members and stakeholders to provide input that will impact the trainings and technical assistance provided to agencies in the near future. Training and technical assistance is directed at the LTSS provider agencies and direct support professionals. Please consider providing your input [here](#).

The survey is anonymous and takes less than 10 minutes. Multiple people within an agency can complete the survey. **The survey will be open through July 20.**

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## Iowa Medicaid Introduces Free Trainings to LTSS Providers

Iowa Medicaid has continued building their free training to LTSS provider agencies and direct support professionals. This training series will be building competencies for providers and direct support professionals. The upcoming trainings will be assisting in assessing and planning for individualized complex needs of those served. The following are the upcoming virtual trainings. Sign up [here](#).

- Join us on July 29 from 12:00 p.m. to 1:30 p.m. for an Introduction to Waiver Programs training. This will cover eligibility and services included in the waiver programs. [Register here](#).
- On August 2 from 2:00 p.m. to 3:30 p.m. join us for a HCBS Settings State Transition Plan Training for HCBS and Habilitation providers. This will be hosted by the Quality Improvement Organization (QIO) HCBS unit and policy staff from Iowa Medicaid. Agencies will be able to get an understanding of the CMS settings requirements and Iowa's plan to transition to full compliance with these settings among HCBS providers. Registration for the Iowa Settings Transition

settings among HCBS providers. Registration for the Iowa Settings Transition Plan Training is [here](#).

- On August 31 from 12:00 p.m. to 1:00 p.m. join us for a Behavior Intervention Planning training with Susan Smith, managing director of Iowa's Technical Assistance and Behavioral Supports Program (I-TABS). This training will expand on previous sessions learning about positive behavior support and addressing how to plan for this behavior in various settings and situations. [Register here](#).

Stay tuned for more training on topics for Person-Centered Planning and Service Documentation in the fall!

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## Past Provider Trainings Now Available on Iowa Medicaid Webpage

Previous provider education and training sessions are now posted to the [Iowa Medicaid provider webpages](#). These educational sessions include PowerPoint presentations and audio recordings on the 2020 and 2021 Annual Provider trainings, quarterly providers education on dental vision prior authorizations and program integrity.

Notice of future provider trainings will be posted to the [Informational Letters webpage](#) when they become available.

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## State Plan Amendment (SPA) Rates for 2022 Now Posted to HHS Website

SPA amendment rates have been posted to the [public notices webpage](#) on the HHS website. Rates for the following services have been posted:

- [Intermediate Care Facilities for Persons with Intellectual Disabilities \(ICF/ID\)](#)
- [Nursing facilities](#)
- [Home and Community-Based Services \(HCBS\)](#)
- [Home Health Services Performed by Rural Providers](#)
- [Applied Behavioral Analysis Services \(ABA\)](#)
- [Behavioral Health Intervention Services \(BHIS\)](#)

View the following notices at the links above. All comments must be submitted within 30 days of the posting date.

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## Annual "Make Your Mark!" Conference Registration is Now Open

Registration for the 2022 "Make Your Mark!" Conference is now open.

This year marks the seventh annual Iowans with Disabilities in Action "Make Your Mark!" Conference. In the past, these conferences have brought together Iowans with disabilities, direct care support professionals, families and other disability advocates to develop skills and discover resources to live their best lives.

This year's event will take place at Prairie Meadows in Altoona. Registration is free for individuals with disabilities, family members and direct care support professionals who are accompanying a participant. The first 150 people to register will receive a free conference t-shirt. Capacity may be limited -- click [here](#) to register.

## Stakeholders



## Estate Recovery, Explained

Here's a couple facts you should know about the Iowa Medicaid Estate Recovery Program:

- Estate recovery applies to all persons who have received Medicaid on or after July 1, 1994, are age 55 or older or who live in a medical facility and cannot reasonably be expected to return home. This includes members on waiver programs such as the Elderly Waiver Program and Medically Needy Program.
- When a Medicaid member passes away, assets from their estate are used to reimburse the state for costs paid for medical assistance. This includes the full amount of capitation payments made to a Managed Care Organization (MCO) for medical and dental coverage, regardless of service use or how much the managed care entity paid for services.

For more information about estate recovery, click [here](#).

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## Upcoming Changes to Foster Care Childcare Payments

To reduce financial burden on foster parents for childcare payments, changes are coming to the foster care childcare payment process. Effective September 1, 2022, there will be two processes for paying childcare expenses for foster parents:

- For foster parents who use childcare providers that accept childcare assistance (CCA) rates and sign a childcare provider agreement with CCA, direct payments

will be issued via KinderTrack (KT).

- For foster parents who use childcare providers that do not accept CCA or are unregulated, childcare payments will continue to be made via FACS under the current process utilizing the Child Care Expense statement.

After September 1, any new childcare arrangements meeting CCA criteria will be paid via KT. Existing childcare arrangements meeting CCA criteria will need to be transitioned to KT between September and November 2022.

Trainings on this change and related processes are forthcoming.

## Let's Discuss

Medicaid events and things to know



## 988 Mental Health Crisis Helpline Launches Saturday

As we prepare for the July 16 transition to 988 as America's three-digit Suicide Prevention and Mental Health Crisis Lifeline, we are focused on building the capacity to answer these calls, texts and chats. If you can help, reach out.

Until 988 launches, individuals who may be in crisis should continue to reach out to the current National Suicide Prevention Lifeline number (800-273-8255). Key implementation partners should seek information from the Action Alliance's 988 Framework that is meant to aid state agencies, crisis centers, nonprofits, businesses, etc. determine when and how to communicate about 988, both now and once it's available nationwide in just a few days.

Learn more at [988messaging.org](https://988messaging.org).

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## Registration for the July 2022 Town Halls is now Open

Registration is now open for virtual town hall meetings for Medicaid providers and members for July 2022.

Providers and members can also now sign up for the [Iowa Medicaid Town Halls](#) event page on Facebook to receive updates about and links for upcoming Town Halls.

Upcoming virtual town hall schedule:

- **Thursday, July 28, 2022** 4 to 5 p.m.: providers | 5 to 6 p.m.: members
- **Thursday, August 25, 2022** 4 to 5 p.m.: providers | 5 to 6 p.m.: members

- **Thursday, September 22, 2022** 4 to 5 p.m.: providers | 5 to 6 p.m.: members
- **Thursday, October 27, 2022** 4 to 5 p.m.: providers | 5 to 6 p.m.: members
- **(Tentative) Thursday, November 17, 2022** 4 to 5 p.m.: providers | 5 to 6 p.m.: members

Other ways to register:

- Providers interested in attending the July session may register [online](#). Advance registration is encouraged but not required. Login credentials for the virtual meeting will be shared via email with those who have registered on the day of the meeting. Credentials will also be posted on the HHS website. Providers, please feel free to share this information with members.
- Members interested in attending the July session may also register [online](#). Advance registration is encouraged but not required. Login credentials for the virtual meeting will be shared with those who have registered on the day of the meeting. Members who need assistance in registering may contact Iowa Medicaid Member Services at 1-800-338-8366.

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## Your Open Choice Period may be Approaching

Medicaid is different than other health insurance companies - rather than one open enrollment period per year, our Open Choice periods are throughout the year. Once an Iowa Medicaid member has been with their Managed Care Plan, which includes their MCO and Dental plan, for 12 months, they will have the opportunity to change their Managed Care Plan for any reason during their Open Choice period.

While the dates for Open Choice vary, many of these dates land in the late summer to early fall. As the end of the summer is quickly approaching, Iowa Medicaid is encouraging their members to keep an eye out on their mailbox for any notification from HHS concerning their Open Choice period.

Learn more about Open Choice [here](#).

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## How do I Escalate an Issue I'm Having with Iowa Medicaid Services?

While Iowa Medicaid and our MCO partners strive to make your healthcare experience with us as seamless as possible, we understand that sometimes there are more complex issues that our members and providers need resolved. Because of this, our Medicaid Director, Elizabeth Matney, has put together a comprehensive guide to help navigate you through the steps to escalate an issue within your MCO or Iowa Medicaid. Check it out and download it [here](#).

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### Iowa Medicaid Twitter Account to relaunch at the beginning of August

Iowa Medicaid will be relaunching its Twitter account at the beginning of August to match the HHS rebranding and provide members, providers and stakeholders with up-to-date information about Iowa Medicaid initiatives and information. Click the button below and follow us!

Follow Us!

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## MCO and Dental Newsletters

### Amerigroup

- [Provider Newsletter](#)

### Delta Dental

- [June 2022 "Healthy You" Newsletter](#)

### Iowa Total Care

- [Quarterly Member Newsletter](#)

### MNCA Dental

- [Monthly Newsletter](#)
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# Job Opportunities with Iowa Medicaid

Iowa Medicaid is seeking applicants for the following positions:

- [Budget Analyst 2](#)
- [ITA2 IM Systems IT Manager](#)
- [Medicaid Medical Director](#)
- [Temp HR Professional](#)

## MCO Link Contacts

### MEMBER SERVICES

[Amerigroup Iowa](#)  
1-800-600-4441

[Iowa Total Care](#)  
1-833-404-1061

### PROVIDER SERVICES

[Amerigroup Iowa](#)  
1-800-454-3730

[Iowa Total Care](#)  
1-833-404-1061

## Dental Wellness Plan (DWP) and DWP Kids Contacts

### MEMBER SERVICES

[Delta Dental of Iowa](#)  
1-888-472-2793

[MCNA Dental](#)  
1-855-247-6262

### PROVIDER SERVICES

[Delta Dental of Iowa](#)  
1-888-472-1205

[MCNA Dental](#)  
1-855-856-6262

## Iowa Medicaid Contacts

### MEMBER SERVICES

[Iowa Medicaid Member Services](#)  
1-800-338-8366

### PROVIDER SERVICES

[Iowa Medicaid Provider Services](#)  
1-800-338-7909

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